FREQUENTLY ASKED QUESTIONS (FAQ'S)

1. How to apply for *online student service*?

Ans. Open the JNTUH website (jntuh.ac.in) and click on the *online student service* link at the home page. It will redirect to *online student service* portal. (OR) by using the url: http://studentservices.jntuh.ac.in/oss.

2. What are the other certificates, in addition to transcript, that I can obtain using this portal service?

Ans. You can also apply for migration and medium certificate an additional to transcripts.

3. I have forgotten my *online student service* portal password. How can I get my password?

Ans. Click on forgot password link available at the home page of *online student service portal*. It will ask to enter your hall ticket number, registered mobile number & email-id for verification. Once the verification is successful, you will receive your password to your registered email-id.

4. When I tried to apply for a *online service* in *online student service* portal, I am getting a response -invalid hall ticket number or data not available. Why?

Ans. The Candidates who passed their degree during or after the academic year mentioned below can only avail this service.

   B.Tech—2000 to till date,

   B.Pharmacy- 2009 batch to till date,

   M.Tech – 2009 batch to till date,

   M.Pharmacy –2009 batch to till date,

   MBA – 2005 batch to till date,

   MCA -   2005 batch to till date.

5. Am I eligible to apply in *online student service*?

Ans: Same as the answer for Q.no.4

6. I received my provisional from an autonomous college, affiliated to JNTUH. Am I eligible to apply for transcripts?

Ans. No, colleges which are affiliated and non-autonomous, are only eligible for applying transcripts in *online student service*.

7. After applying (preferred mode: by hand) within how many days can I collect my consignment from JNTUH exam branch service counter?

Ans. The candidates are informed to collect their transcripts from the service counters at exam branch JNTUH, within seven days after receiving the sms/email. If not collected within

seven days, the candidate has to forego the claim of the transcripts. Under any circumstances, the transcripts will not be issued after seven days of receiving the sms/email.

8. How long it takes to get my Certificates after applying in *online student service*?

Ans. The printing and dispatching process will be completed within 2 working days after the payment is approved.

9.Can I apply for *online student service* in tatkal service?

Ans. There is no tatkal service to *online student service*.

10.I have lost my Acknowledgement receipt. Where can I get it ?

Ans. It is also sent to your registered email id, Hence you can login to your mail and can take the printout whenever you require.

11.I got an Acknowledgement. What should I do after that?

Ans. You keep that printout for further reference. In case if you have not received the applied certificates, then you can contact, Exam Branch, JNTUH with the printout of acknowledgement, at the student service counter no 1.

12.As I am trying to track using the consignment number, it shows the consignment number given is not valid.What should I do?

Ans: Consignment number received by you is correct. It will be trackable once postal/courier service picks and updates their database. You are advised to try again at the respective the postal / courier portals on the following day.

13.How to apply online transcript for Original Degree certificate?

Ans: At present, there is no transcript service for Original Degree certificate.

14. I have applied for transcripts and received SMS/email to collect them from University counter. What identification proof should I bring for receiving my certificates?

Ans: You should confirm your registered mobile number (which is used during registration) with dispatch clerk at the exam branch student service .No other proof is required .

15. What are different stages until the consignment reaches my residential address?

Ans: **PAYMENT APPROVED**-After payment approved

   PRINTING- Printing of applied certificates

   INPROCESS-checking of applied certificates with address slip

   DISPATCHEDBYPOST – Dispatched the applied certificates by post

   DISPATCHEDBYHAND – Dispatched the applied certificates to service counter

   DELIVERED - the applied certificates received by the candidate.

16. For any clarification or information regarding transcripts, whom should I contact?

Ans: You should contact JNTUH Exam Branch at Email:support.oss@jntuh.ac.in or at helpline no. 9491283135 during 10:30 AM to 5:00 PM on all working days.